

# **Internship Service Designer - Digital Services**

## **The Mission:**

Service Innovation is dedicated to bringing the best service experience to our customers and engineers through state-of-the-art digital service offerings.

At Materials and Structural Analysis Division (MSD), we are transforming the way we design, develop, and deliver services to increase value for our customers. This journey started with using data from our systems to initiate pro-active service at our customers, resulting in several commercial offerings around this pro-active service, also including other aspects like application support and workflow validation.

## **The Position:**

You will be working in the Innovation team within the Service Innovation department. This team is responsible for creating the long-term vision and ideating new service offerings. Within this team, also pilots with customers will be initiated to test whether the new service offered is valuable for our customers. Furthermore, you will be supporting the agile development value stream that delivers several applications through which we deliver value added services. You will have a strong interaction with the Product Manager Applications and Connectivity as the insights that you will bring to the table will help to shape the application roadmaps. Important stakeholders for the projects range from Business Units, Marketing and Sales, Marketing Communication, to R&D, Customer representatives and our Service Engineers.

## **Responsibilities:**

- Connect with internal stakeholders to make sure internal requirements are taken along in your work
- Prepare and facilitate workshops
- Translate workshop outcomes into actionable documents/next steps
- Use different methods from the service design toolbox that match the project at hand (e.g., Service blueprint, service experience mapping)
- Present or help to prepare the presentation to communicate the work to the larger team

## **Internship Requirements**

- Studying (Industrial) Design with a special interest in service design, or other relevant study
- Ability to send a portfolio with projects you have worked on and clarify your role in these
- Experience with setting up pilots/user studies
- Communication skills to interview people in technical oriented environment
- Fluent in English
- Strong team player